BROMIC HEATING

PLATINUM SMART-HEAT™
ELECTRIC HEATER
BY BROMIC

INSTALLATION, INSTRUCTION AND SERVICE MANUAL

AVAILABLE IN 1500W VERSION

⚠ IMPORTANT

**READ THIS MANUAL CAREFULLY.
SEE INSIDE COVER FOR IMPORTANT INFORMATION ABOUT THIS MANUAL.KEEP INSTRUCTION WITH APPLIANCE FOR FUTURE REFERENCE.**

Version 1.1 AUS

⚠ IMPORTANT

This manual contains important information about the installation, operation, and maintenance of Platinum Smart-Heat™ Electric Heaters. Please pay close attention to the important safety information shown throughout this instruction manual. Any safety information will be accompanied by the following safety alert symbols:

⚠ DANGER, ⚠ WARNING, ⚠ IMPORTANT

- READ THIS MANUAL CAREFULLY before installing or servicing this product.
- Improper installation, operation, or maintenance can result in death, severe injury, or property damage.
- This appliance is intended for fixed installation with 220-240V AC Single phase power supply
- Installation MUST be carried out by a licensed and authorised technician in accordance with local electrical codes.

BROMIC® HEATING

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Note: Bromic Pty Ltd reserves the right to make changes to specifications, parts, components and equipment without prior notification. This Installation, operation and service manual may not be reproduced in any form without prior written consent from Bromic Pty Ltd.

CONTENTS

IMPORTANT NOTES & WARNINGS 4

PRODUCT OVERVIEW 5

- PRODUCT DESCRIPTION 5
- SPECIFICATIONS 5
- PRODUCT FEATURES 5

HEATER INSTALLATION INSTRUCTIONS 6

- CEILING & WALL MOUNTING 6
- CEILING RECESS 8
- UMBRELLA MOUNTING 9
- TUBE SUSPENSION 10
- CHAIN SUSPENSION 11

ELECTRICAL INSTALLATION 12

SERVICING 12

REPLACEMENT PART LIST 13

TROUBLESHOOTING 13

WARRANTY 14

IMPORTANT NOTES AND WARNINGS

⚠ WARNING

- IMPORTANT - Installation MUST be carried out by a licensed and authorised person.
- Improper installation, adjustment, or alteration and Failure to follow the warnings and instructions in this manual could result in severe personal injury, death or property damage.
- The manufacturer is not responsible for any damage that could happen from improper use. The manufacturer emphasises that this appliance should be used in a responsible manner and that all procedures, warnings, and safety instructions contained in this booklet be followed strictly.
- The installer is to ensure that the requirements of the local authority, local electrical installation code, municipal building codes, and any other relevant statutory regulations are carried out.
- Do not place articles on or against this appliance.
- Do not use or store flammable materials near this appliance
- This Installation, Operation and Service manual should not be removed from the site of installation. Installer should leave manual with the customer for future reference.
- A minimum safety distance of 1000mm should always be left in front of the appliance.
- This unit must be mounted at a minimum of 1800 mm above the floor.
- The appliance must not be located directly below or in front of a wall electricity socket. This is because the heat radiated from the appliance may damage the electricity outlet or plug.
- Any guard or other protective device removed for servicing (conducted by an authorised person) must be replaced before operating the heater.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Heaters are not intended to be installed in wardrobes.
- Children should be carefully supervised when they are in the area of the heater.
- Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns, clothing ignition, or other serious personal injury
- Keep packaging materials out of reach of children
- Do not spray aerosols or flammable materials in the vincinty of this appliance while it is in operation
- Installation and repair must be carried out by a qualified & licenced service person only. The heater should be inspected before use and at least annually serviced & inspected by a qualified & licenced service person.
- Do not perform maintenance until heater has been turned off, power disconnected, and heater temperature has cooled to room temperature.
- Certain materials or items, when stored under or near the appliance, will be subjected to radiant heat and could be seriously damaged. Combustible materials eg. walls, floors, furniture, fixtures and plants must be kept a minimum of 1000mm from the heater.
- Clothing or other flammable materials should not be hung from the heater or placed on or near the heater.
- Be sure the heater is not facing the ceiling or flammable or combustible substances/materials.
- This radiant heater is NOT intended to be installed on recreational vehicles and/or boats.
- Do not attempt to alter the unit in any manner.
- Remove transit protection before use.
- Never operate the heater in an explosive environment such as areas where petrol or other flammable liquids or vapours are stored.
- Do not paint any surface of the heater.
- Check for damage to the appliance regularly. The heater must not be used if the black radiant panel or any other part of the heater is damaged. If damage to the appliance is suspected, discontinue use immediately and contact the supplier or qualified person to repair.
- After unpacking, make sure the appliance shows no signs of visible damage or tampering. If the appliance appears damaged, contact the place of purchase for assistance.
- This appliance must only be used on a 220-240V AC Single phase power supply.
- Do not touch the heating surface at any time, even when the heater is turned off and has cooled down.
- Do not touch the heater with wet hands at any time.
- If the appliance has not been used, or will not be used, for a long period of time, disconnect power supply
- At the end of this product's useful life, it must not be disposed of as domestic waste, but must be taken to a collection centre for waste electrical and electronic equipment. It is the user's responsibility to dispose of this appliance through the appropriate channels at the end of its useful life. Failure to do so may incur the penalties established by laws governing waste disposal. Proper differential collection, and the subsequent recycling, processing and environmentally compatible disposal of waste equipment avoids unnecessary damage to the environment and possible related health risks, and also promotes recycling of the materials used in the appliance. For further information on waste collection and disposal, contact your local waste disposal service, or the place of purchase.

IMPORTANT NOTES AND WARNINGS CONTINUED ...

- In case of direct connection to a supply line, a bipolar circuit breaker with contact opening distance of at least 3mm must be fitted upstream from the supply line. Contact an authorised service technician if you are unsure if you have a circuit breaker installed on the premises.
- Do not install the heater directly near a bathtub, shower or swimming pool. Any switches or controls must not be within reach of a person in the bathtub, shower or swimming pool.
- To maintain Ingress Protection Rating (IPX5), only IP55 rated conduit fittings should be used for electrical installation.
- A means for disconnection of the heater must be incorporated in the fixed wiring according to the local electrical codes.
- If the supply cord is damaged, it must be replaced by an authorised and licenced person in order to avoid a hazard.

PRODUCT OVERVIEW

The Platinum Smart-Heat™ Electric is designed to provide efficient spot heating for commercial and residential applications. The non-glowing black radiant surface of the heater provides a comfortable heat without interfering with the atmosphere created by your venue.

The heaters are built with corrosion resistant materials, have electrical approval in Australia and are rated to IPX5 water Ingress Protection. Making the Platinum Smart-Heat™ Electric the perfect solution for a variety of indoor and outdoor heating applications.

SPECIFICATIONS	
Model	1500W
Part no.	2620230
Heat Output (Watts)	1500W
Power connection required (Volts/Amps)	220-240V - a.c. - 50/60Hz / 6.5 Amps
Dimensions (WxHxDmm)	960 x 162 x 40mm
Weight (kg)	6.2kg
Finish	High-temperature Coating
Approval	Australian Approval Number SGSEA/110842

PRODUCT FEATURES

- Ultra-thin and stylish design
- Non-glowing — does not interfere with the atmosphere created by your venue or environment.
- Efficient directional spot heating.
- Heat Zones — one or more heaters can be switched on and off simultaneously from a single remote-located switch.
- Platinum Smart-Heat™ Electric Heaters can also be integrated into smart control systems.
- Wind resistant & IPX5 water protection rating.
- Suitable for outdoor and indoor heating applications such as restaurants, cafes, bars and clubs, factories, office spaces, designated smoking areas, public areas, hotels and more.
- Standard Mounting - included with heater.
- Optional Mounting - purchased separately from heater:
  - Umbrella Mounting
  - Ceiling Recess
  - Tube Suspension
  - Chain Suspension

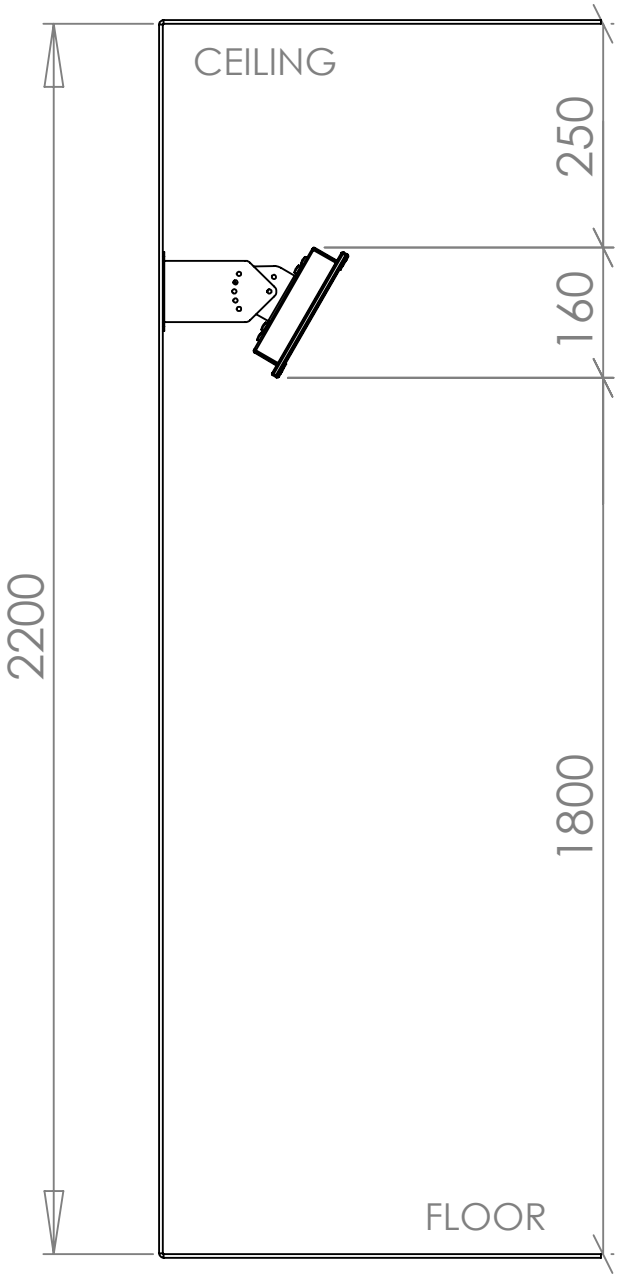
CEILING & WALL MOUNTING BRACKETS

1. Heater must be installed with the minimum installation clearances shown in diagram.
   Minimum distance between heaters measured from edge of heaters must be at least 500mm.

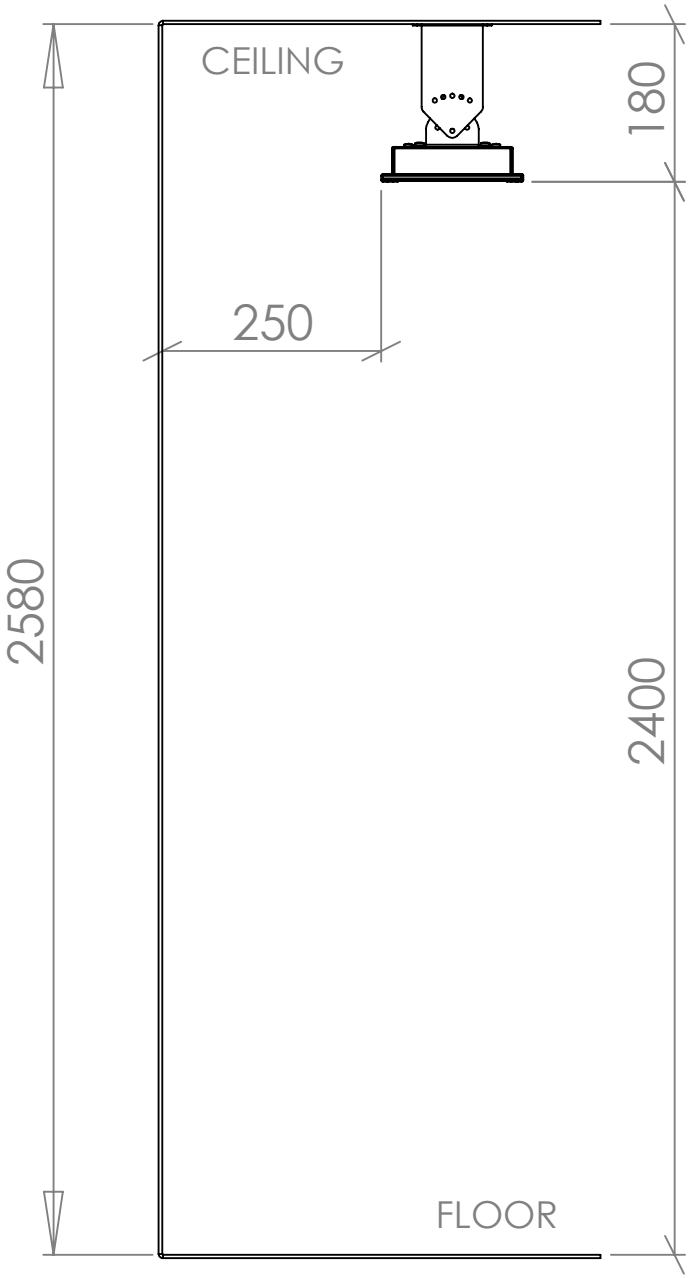
Minimum distance from edge of the heater to any adjacent walls must be at least 250mm. Heater must be away from the fourth wall.

During installation the supply cord should be positioned such that it exits from the nearest edge of the heater and not from the centre or across the heater.

WALL MOUNTING



CEILING MOUNTING



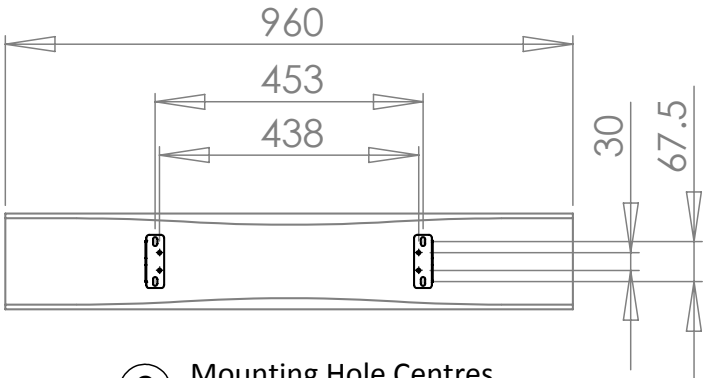
⚠ WARNING

This heater MUST be permanently installed by an authorised/licenced person. Do not perform maintenance, or carry out installation or assembly procedure while electrical power is switched on.

⚠ WARNING - Outdoor Installation

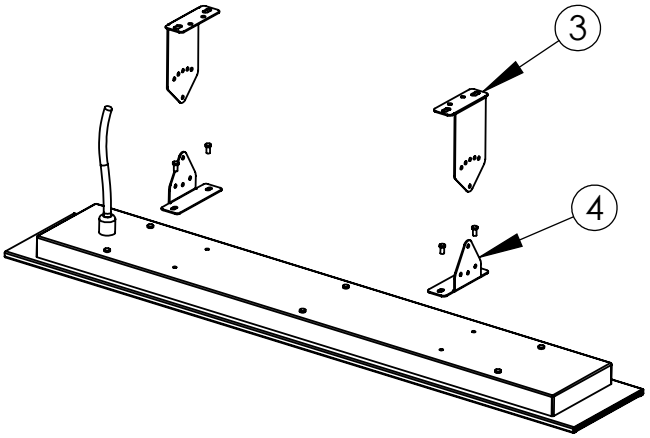
For longest product life & to maintain product appearance mount heater under cover & protect from rain & weather whenever possible.

2. Mark mounting hole centres on ceiling or wall. Brackets have 2 different mounting holes options.

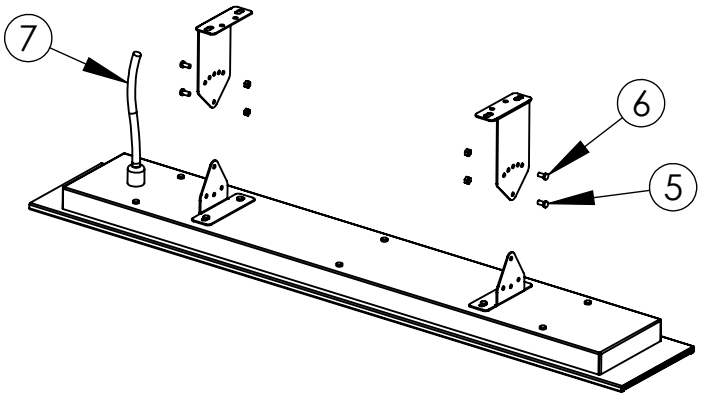


2 Mounting Hole Centres & Heater Position

3. Attach mounting brackets to ceiling or wall using appropriate fasteners (Not supplied).
4. Assemble rear brackets to heater with M5 screws.



5. Bring heater up to mounting brackets and lock into position with M5 screw & nut.
6. Rotate heater to required angle. 15° or 30° in either direction. Lock into position with M5 screw & nut.
7. Make electrical connection from heater to power supply.



CEILING RECESS (SOLD SEPARATELY)

WARNING

Instructions below are suitable for ceiling surfaces 10-30mm thick. For ceiling surfaces thicker than 30mm contact Bromic for alternative installation options.

WARNING

The heater shall, under no circumstance, be covered with insulating material or similar material.
During installation the supply cord should be positioned such that it exits from the nearest edge of the heater and not from the centre or across the heater

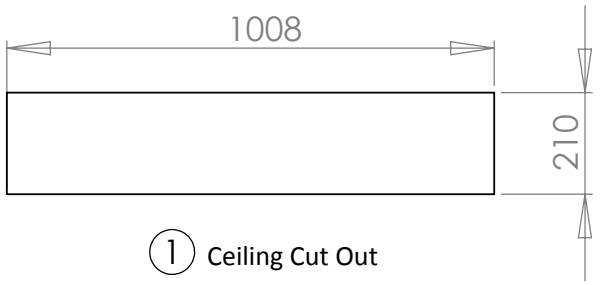
WARNING

Minimum vertical ceiling space clearance measured from ceiling surface must be 300mm.
Minimum horizontal ceiling space clearance measured from each edge of ceiling cut out must be 500mm.
Minimum distance between heaters measured from edge of ceiling cut out must be 500mm.

WARNING

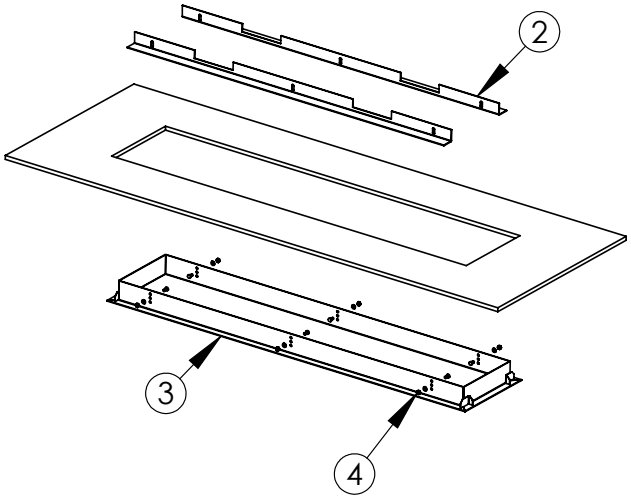
Joists, beams and rafters shall not be cut or notched to install the heater.

1. Prepare ceiling cut out. Heater must be installed with heater surface at least 2400mm above the floor level.

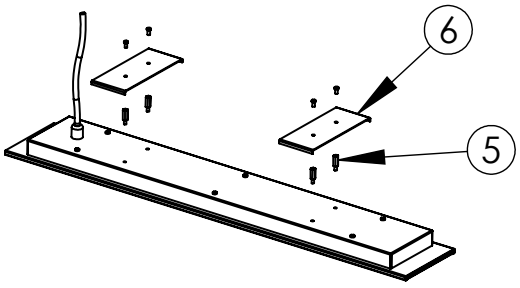


1 Ceiling Cut Out

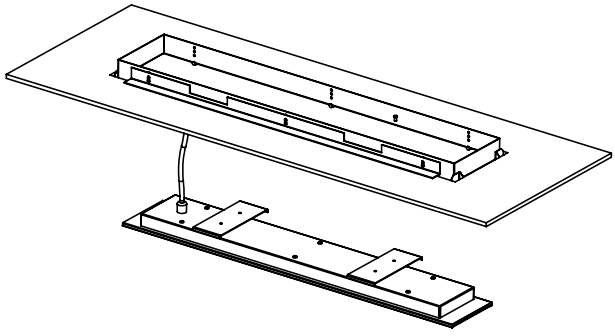
2. Put ceiling support brackets in position.
3. From below, bring ceiling frame up and into ceiling cut out.
4. Fasten ceiling frame to ceiling support brackets with M5 screws & nyloc nuts. Which locator hole to use is dictated by thickness of ceiling surface.



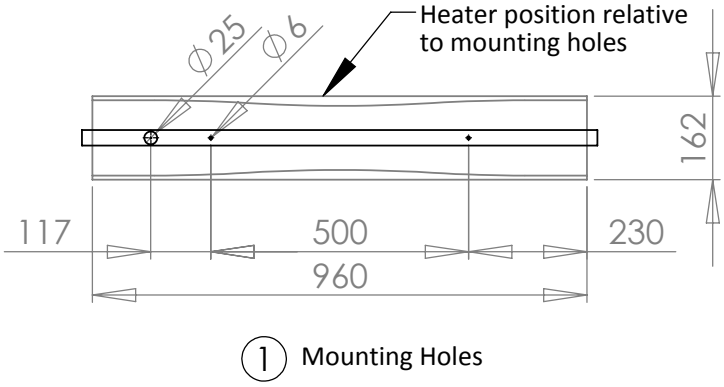
5. Screw hex spacers into 4 mounting holes. Spacers must be assembled between heater & rear mounting brackets.
6. Assemble rear mounting brackets to spacers with M5 screws.



7. Raise one side of heater up into ceiling frame cavity & then raise whole heater into cavity.
8. Rotate the heater into horizontal position in the ceiling cavity & then lower down onto the ceiling frame.
9. Ensure all four rear mounting brackets are hooked over the ceiling frame & centre the heater inside the frame.
10. Make electrical connection from heater to power supply.



UMBRELLA MOUNTING (SOLD SEPARATELY)



1 Mounting Holes

1. Heater must only be mounted on metal umbrella arms.

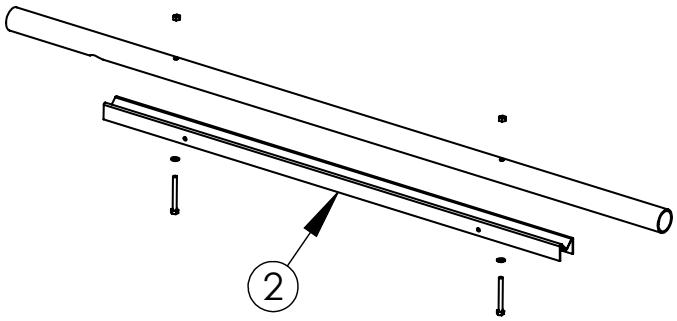
   Heater must be installed with heater surface at least 2400mm above the floor level.

   Drill mounting holes in umbrella arm.
   2 x Ø6.0mm holes through both sides of arm.
   1 x Ø25.0mm hole through bottom of arm only.

   Ø25.0mm hole must be positioned at the end of umbrella arm leading to power supply.

   Minimum size of pole must be Ø30mm
   Mounting pole material must be rated minimum 200°C.
   Minimum distance from edge of the heater to any adjacent surfaces must be 250mm.
   Minimum distance from front surface of heater to surface behind heater must be 180mm.

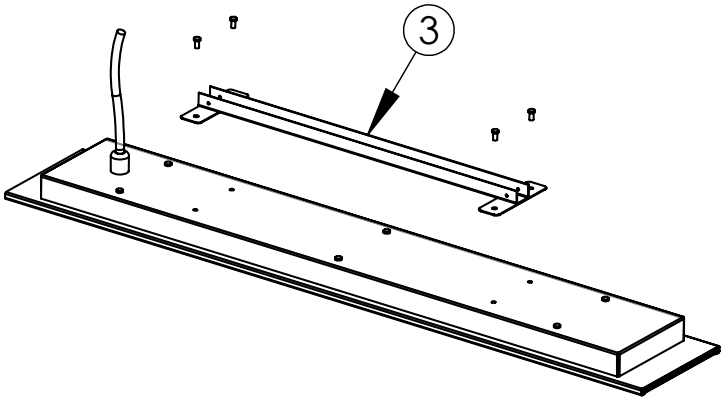
   Any surface/material behind the heater, less than 180mm from the front surface of the heater, must be rated minimum 140°C. Surface/material must be positioned to ensure no contact with mounting pole or surfaces of the heater.



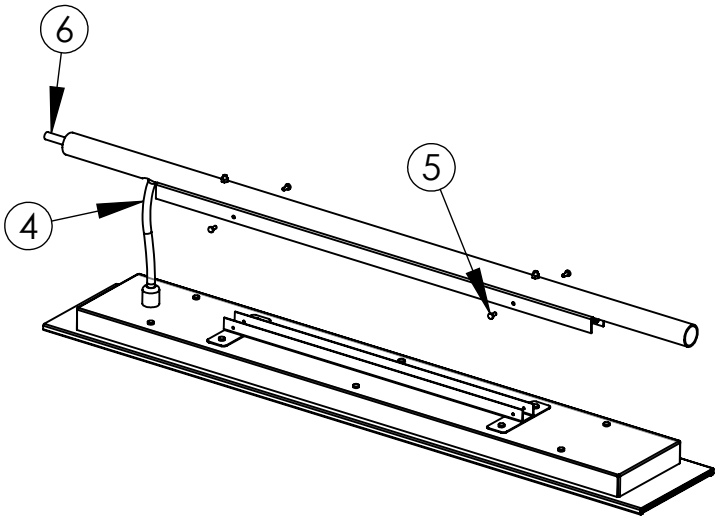
2. Attach bracket to umbrella arm with M5 bolts, washers and nyloc nuts.

   Supplied bolt suits umbrella arm up to Ø30.0mm.

3. Assemble heater bracket to heater with M5 screws.



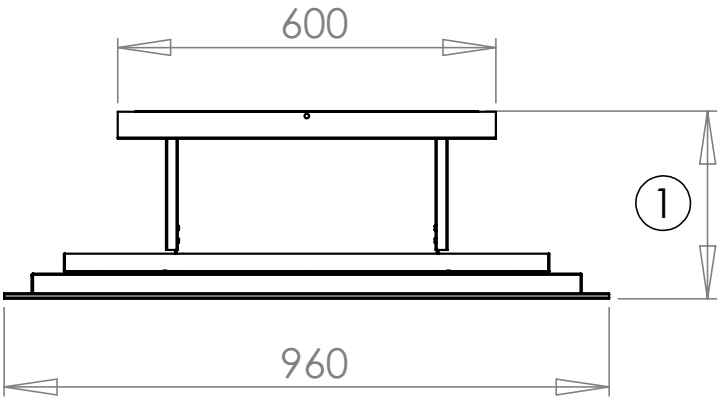
4. Bring heater up to umbrella arm & feed power cable into power cable hole.
5. Position heater against umbrella arm with heater bracket channel on the inside of umbrella bracket channel. Lock into place with self tapping screws 4 places.
6. Make electrical connection from heater to umbrella. power supply.



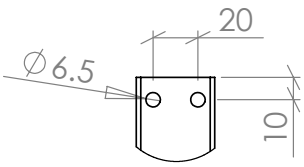
TUBE SUSPENSION (SOLD SEPARATELY)

1. Heater must be installed with heater surface at least 2400mm above the floor level.

   Supplied suspension tubes position heater surface 1000mm below the ceiling surface.
   If required, cut down length of suspension tubes to ensure correct installation height.
   Minimum distance from front surface of heater to ceiling surface must be 180mm.
   Minimum distance between heaters measured from edge of heaters must be at least 500mm.

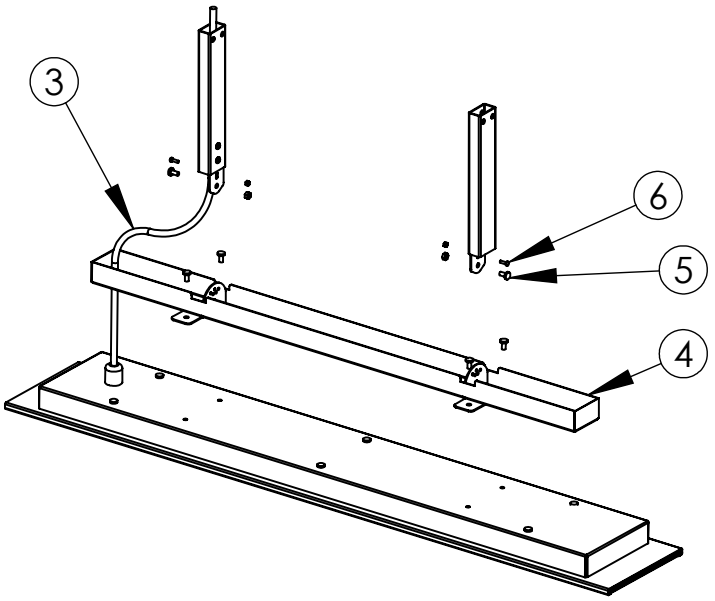


2. If suspension tubes are cut down, drill new mounting holes in each tube.

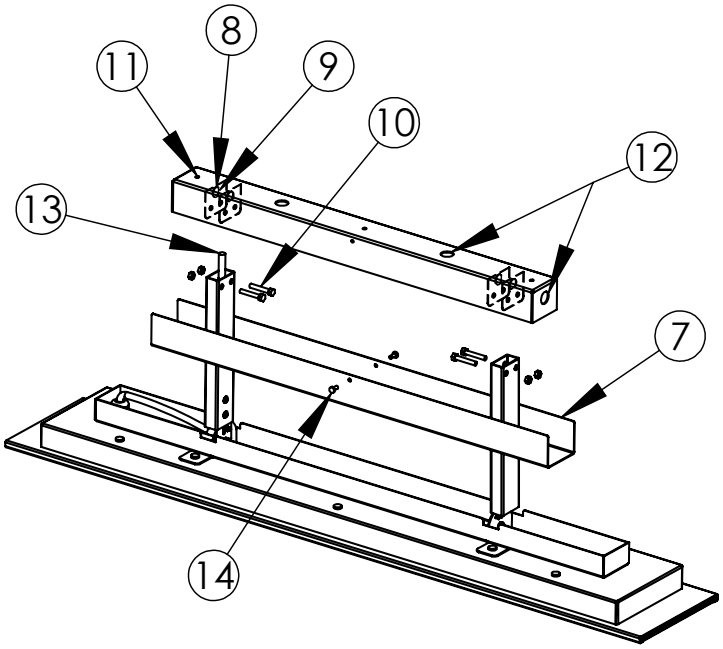


2 Suspension Tube Mounting Hole

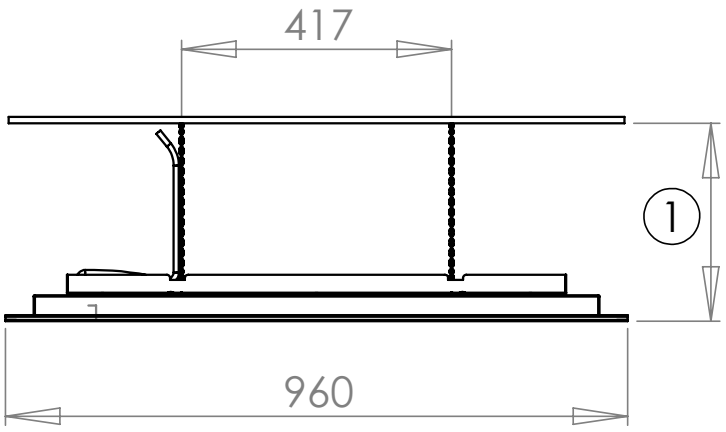
3. Feed power cord through hole in rear bracket and suspension tube.
4. Attach rear bracket to heater with M5 screws.
5. Assemble suspension tubes to rear bracket with M5 screw and nut.
6. Rotate heater to required angle. 15° or 30° in either direction. Lock into position with M3 screw and nut.



7. Slide ceiling bracket cover over suspension tubes.
8. Assemble supplied rubber grommets in ceiling bracket to protect power supply cables.
9. Bring ceiling bracket to suspension tubes & feed power cord through required hole in ceiling bracket supports. Note: Which hole to feed power cord through is defined by where the power is brough into the ceiling bracket in Step 12.
   Locate suspension tubes inside ceiling bracket supports.
10. M5 bolts through ceiling bracket supports &suspension tubes. Secure with nyloc nuts.
11. Raise heater assembly into position. Attach ceiling bracket to surface through mounting holes with appropriate fasteners (Not supplied).
12. Bring power into ceiling bracket through ceiling access holes or side access holes. Use minimum IP55 rated cable gland in the Ø16mm holes.
    If side access holes are not used, assemble supplied hole plugs.
13. Make electrical connection from suspension tube power cord to power from ceiling.
14. Slide ceiling bracket cover up suspension tubes into position. Secure with self tapping screws.



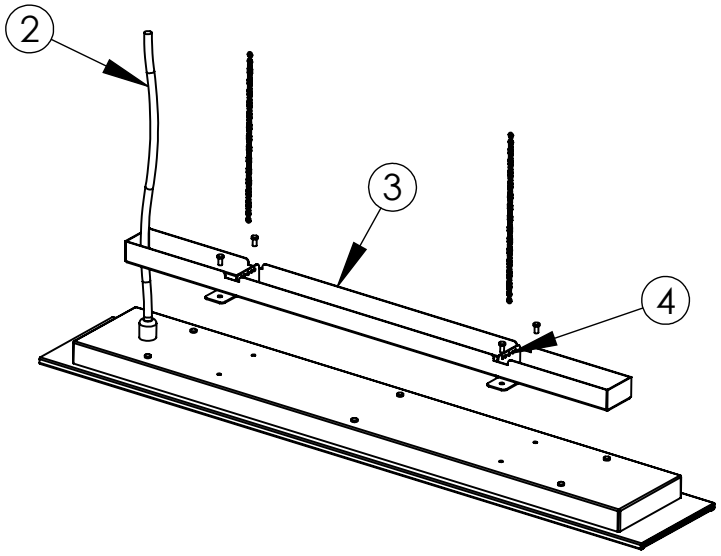
CHAIN SUSPENSION (SOLD SEPARATELY)



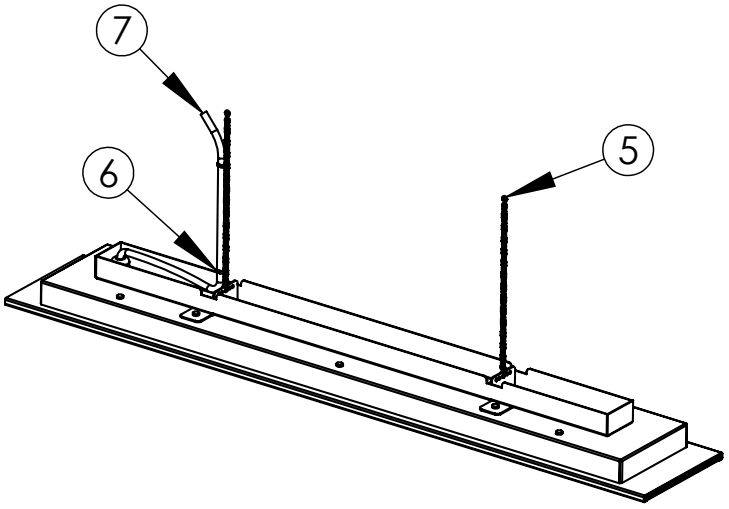
1. Heater must be installed with heater surface at least 2400mm above the floor level. If required, cut down length of chain to ensure correct installation height.

   Minimum distance between heaters measured from edge of heaters must be at least 500mm.

   Minimum distance from front surface of heater to ceiling surface must be at least 180mm.



2. Feed power cord through hole in rear bracket.
3. Attach rear bracket to heater with M5x10 screws.
4. Attach chains to heater with "S" hooks. Crimp "S" hooks closed after assembly.



5. Prepare ceiling structure for heater. Attach chains to ceiling structure & suspend heater.
6. Fix heater power cord to ceiling chain with cable ties.
7. Make electrical connection from heater to power supply.

ELECTRICAL INSTALLATION

⚠ WARNING

This heater MUST be permanently installed by an authorised/licenced person. Do not perform maintenance, or carry out installation or assembly procedure while electrical power is switched on.

⚠ WARNING

ELECTRICAL SHOCK HAZARD! Serious injury or death may occur. Disconnect from electrical supply before installing or servicing this heater. Read and follow installation clearance requirements outlined in this manual. The appliance MUST be connected to a properly grounded electrical source.

ELECTRICAL INSTALLATION

1. Check product label for correct voltage and wattage - Make sure power source conforms to the heaters requirements.
2. Use appropriate power supply cables for the heaters' voltage and wattage with minimum temperature rating of 105°C. The fixed wiring must be positioned away from & protected from the enclosure of the heater.
3. Make all connections in accordance with local electrical code regulations. For outdoor installation all connections must be made in accordance with local electrical code regulations for outdoor wiring. Only use wiring components approved for outdoor use with minimum IPX5 rating.

SERVICING

⚠ WARNING

ELECTRICAL SHOCK HAZARD!
Serious injury or death may occur.
Disconnect from electrical supply before servicing this heater.

⚠ WARNING

Servicing and maitenance MUST be carried out by an authorised and licenced service person only.

⚠ WARNING

If the supply cord is damaged, it must be replaced by Bromic, a service agent of Bromic or similarly qualified persons in order to avoid a hazard. Contact Bromic for further information on replacement of the supply cord.

MAINTENANCE

For longest product life & to maintain product appearance mount heater under cover & protect from rain & weather whenever possible.
The exterior housing of the heater should be cleaned regularly. To clean the appliance, ensure heater is off and has been off for at least 2 hours after operation, and wipe off any dirt/dust with a soft damp cloth.
For locations near the coast, salt in the air can cause rusting of metal. Additional cleaning of the heater with a soft damp cloth fortnightly will increase the life of the products appearance.

REPLACEMENT PART LIST

No.	Description	Bromic Part No.
1	Platinum Electric 1500W	2620230
2	Ceiling Recess Kit	2620235
3	Umbrella Mounting Kit	2620236
4	Tube Suspension Kit	2620237
5	Chain Suspension Kit	2620238

TROUBLESHOOTING

SYMPTOM	POSSIBLE CAUSE (S)	CORRECTIVE ACTION
No heat	1. Improper connection	1. Check connection to power supply
Not enough heat	1. Heater too small for application 2. Heater mounted too high or too far	1. Add additional heater(s) 2. Decrease mounting height or distance
Too much heat	1. Heater too large for application 2. Heater mount too low or too close	1. Replace with smaller heater 2. Increase mounting height or distance

BROMIC HEATING

Platinum Electric Smart-Heating Warranty Conditions

Bromic Pty Limited ('Bromic') warrants to the original purchaser ('the Purchaser') of products supplied by Bromic Heating ('the Goods') that the Goods will be free from defects and/or faults in materials and/or workmanship for Twelve (12) months from the date of Bromic invoice.

Subject to the following conditions of this Warranty, if a defect and/or fault in materials and/or workmanship are found during the warranty period, Bromic will replace or repair the Goods (at its option) without charge.

1. The Goods must have originated from Bromic and must be able to be identified by Bromic personnel as a Bromic Heating product.
2. The original invoice details, including serial number where applicable, MUST be provided to Bromic at the time that any claim is made pursuant to the terms of the Warranty.
3. Any claim made pursuant to the terms of the Warranty must be made within a reasonable time of the discovery of any potential fault or defect.
4. Acceptance of a claim under this Warranty is subject to an assessment of the Goods by Bromic, or its authorised agent, to determine the cause of the defect prior to Bromic's authorisation for repairs to be carried out.
5. Repairs to the Goods must not have been attempted by any person other than an authorised service agent. Repairs attempted by a non authorised agent will void the warranty.
6. Where Goods are located or are to be located in premises where the induction of service or installation personnel is required, any costs for such induction of service or installation agents to gain access to sites is for the account of the customer and not for Bromic.
7. The requirement for repair or replacement of the Goods must not be due to misuse, neglect, accident, improper installation, unauthorised modification or other abuse which in the reasonable opinion of Bromic was occasioned by the purchaser or any agent or employee of the purchaser.
8. Repair or supply of a substitute will not extend or renew the warranty period.
9. Bromic will warrant that any spare parts it provides will be free from defects and/or faults in materials and/or workmanship for a period of 3 months from the date of purchase provided that these spare parts have been installed by a Bromic authorised service agent.
10. Bromic will either undertake the repair or nominate a repair agent authorised by Bromic.
11. Bromic's repair warranty is restricted to normal business hours on Monday to Friday and excluding public holidays and weekends.
12. Where Bromic elects to replace rather than repair the Goods and no identical replacement is available for the Goods being replaced, Bromic may replace the Goods with Goods of a similar standard and design then available from its range.
13. Bromic is not liable for the costs of the authorised service agents other than standard labour costs during normal working hours.
14. Bromic is not liable for travelling time in excess of 50 kilometres from an authorised service agent or 1 hour from the authorised service agent, whichever is the lesser.
15. Bromic is not responsible for any costs involved in gaining access to Goods for the purposes of repairs, checks or modifications.
16. Bromic's warranty does not extend to any damage or induced Goods' failures resulting from an installation that was undertaken outside the direct control of Bromic or its authorised service/installation agents.
17. Bromic is not liable, and will not authorise repairs pursuant to a claim under this Warranty, for Goods which have been modified for rental purposes. (All Goods are designed to be operated indoors in a permanent location. Movement of goods after installation should be restricted to whatever is required for routine cleaning and maintenance only).
18. Bromic will not be responsible or liable for damage or loss caused during transport and/or testing of the Goods and will not be liable for the cost of transport or testing of the Goods.

19. Bromic does not warrant the Goods where the Goods were installed and/or used in conjunction with goods of a supplier other than Bromic ('the other goods') in such a way as to exceed the capacity and/or performance capabilities of the Goods or the other goods and denies all liability for any damage whatsoever suffered by any person arising from such use.

20. Bromic shall not be liable for any indirect or consequential loss, loss of profit or any other economic loss as a result of any actual or alleged failure of the Goods.

21. The obligation of Bromic in relation to the warranty, provided for in the previous paragraphs, is not valid in the following cases:

    a. Installation does not conform to the instructions given in the Use and Maintenance handbook;

    b. Installation in places other than the original place (disassembly and reassembly in another place);

    c. Carelessness, negligence or inability in use or use other than that for which the product is designed and/or dimensioned; or

    d. Modifications or tampering with the product.

23. Bromic is not liable for, and will not authorise repairs pursuant to a claim under this Warranty for:

    a. Damage or failure of Goods as a consequence of not removing packaging and transport materials before use;

    b. Parts subject to wear and tear including but not limited to fuses, batteries, handles, locks, hinges, hoses;

    c. Goods which have not been installed in accordance with Bromic's and/or the manufacturer's specifcation;

    d. Extraordinary and unforeseeable events (voltage surges, irregular electric power supply, natural events and disaster, riots etc);

    e. Repairs or replacement of Goods not bearing original serial numbers (where applicable) or compliance plates;

    f. Rust and/or discoloration due to heat or exposure to corrosive environments;

    g. Damage caused to Goods due to improper use of cleaning agents, detergents, bleaches or other chemical additives or agents of a corrosive nature;

    h. Breakage, either intentional or unintentional, to any part of the Goods;

    i. Any damage arising from any modification of the Goods that has taken place without prior authorisation from Bromic;

    j. Any use of the Goods for any reason other than its originally specified purpose;

    k. Installation of Goods in places other than the original place (disassembly and reassembly in another place);

    l. Carelessness, negligence or use other than that for which the Goods are designed;

    m. Goods not performing correctly as a result of Goods being used in an environment whereby the ambient temperature and relative humidity are outside the operating parameters specified for those particular goods;

    n. Modifications or tampering with the Goods; or

    o. Heater Failure of the Goods due to;

        i. Incorrect installation of electricty supply;

        ii. Insufficient regular maintenance (of the type specified by the relevant manufacturer) of components.

        iii. Failure to provide adequate ventilation for the Goods as specified by the manufacturer; or

        iv. Fair wear and tear of the Goods;

24. Please contact Bromic as soon as possible after discovery of a potential defect and/or fault with the Goods to arrange for it to be tested and/or serviced.

25. All warranty enquiries and/or claims should be directed to Bromic's Head Office via its postal address - P0 Box 6062 Silverwater NSW 1811 or by telephoning 1300 276 642 (within Australia) or sending a fax to +61 2 9748 4289.

26. The manufacturer is not responsible for assuring compliance with jurisdictional codes and regulations governing sales, construction, installation and/or use of the heating products and cannot be responsible for how the product is installed or used. Before purchase and use of the product, it is the responsibility of the owner to review the product application and all applicable national and local codes and regulations governing the installation and use of such heating products and to seek advice from relevant technical persons.
27. In addition to the above, all of Bromic's other general terms and conditions of trade apply, save for those which are inconsistent with the terms of this warranty. These general terms and conditions of trade can be obtained on request from Bromic.
28. In addition to the Warranty extended by Bromic to the Purchaser, the Australian Consumer Law requires that Bromic provide the following additional guarantees to consumers (as that word is defined by the Competition and Consumer Act) in respect of consumer goods (as defined by that Act) supplied in Australia.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For more information visit our website at www.bromicheating.com or call 1300 276 642.

Head Office: P0 Box 6062 Silverwater, Sydney, NSW 1811 Australia.

WARRANTY REGISTRATION PROCEDURE

Any claim under this warranty should be initiated with the ***dealer/retailer*** who sold the Goods, or with any other dealer handling Bromic's products.

To register your product please fill out your the registration form at http://www.bromicheating.com/warranty

Please ensure you have the following information during this process;

Serial Number of Heater: _____